

# PWC CONNECTIONS

Your Link to News & Information from the Fayetteville Public Works Commission April/May 2020

## Upcoming Events

### Time-of-Use

#### Summer Peak Hours

April 1 - October 31

3pm - 7pm, Monday - Friday

### Memorial Day

#### PWC Offices Closed

Monday, May 25

### Public Works Art Exhibit

#### The Arts Council

#### FREE Admission

Rescheduled: Opens June 26

[theartscouncil.com](http://theartscouncil.com)

## Download the PWC App

PWC's mobile app is available for iPhone and Android.

Download the FREE app and track your energy and water use in the palm of your hand!

Other features include "My Wallet," usage graphs and utility statements.



## PWC On the Air

You can watch *Your PWC Connections* anytime on PWC's website and YouTube Channel, or watch nightly on Fay TV (Spectrum Cable channel 7). And, now listen to *PWC Connections: The Podcast* on most standard podcast apps.



## Caring for the Safety and Well-Being of Our Customers, Employees & Community

PWC joins our community in being proactive to protect our customers and employees to minimize the impact of Coronavirus (COVID-19). We are closely watching the quickly evolving situation and are committed to continuing to provide you safe and reliable utility services while implementing alternative ways of doing business and remote communication to limit the spread of the virus. **Please visit [www.faypwc.com](http://www.faypwc.com) for the most up to date utility information related to COVID-19 including details about Governor Cooper's Executive Order No. 124.**

Understanding this situation can create hardship or financial difficulty for our customers, PWC has suspended disconnection of services for non-payment and effective March 16, waive late fees. We encourage customers to contact us if you need assistance with payment extensions or arrangements because bills are not waived. Our Customer Service Call Center (910-483-1382) is available Monday through Friday from 8 am - 8 pm.

PWC's Customer Service Payment Center at 955 Old Wilmington Rd, will remain closed for walk-in services until further notice. Our drive-thru will be open to accept payments. All other customer service transactions can be conducted by phone (910-483-1382). We offer numerous payment options that do not require face-to-face contact, including a new 24/7 self-service payment station located in the drive-thru lane at our Payment Center. This new option accepts cash, checks, cards and money orders, applies payments immediately and provides receipts.

Our Online Account Manager provides you both payment options along with current and historical account, billing and usage information. These options are also available through our mobile app.

### Please note other information regarding your utility services and the impact of COVID-19:

- Spending more time at home will increase your energy and water usage. Visit [faypwc.com](http://faypwc.com) for stay-at-home conservation tips to help lower your bill.
- Please be very cautious of scammers who may attempt to take advantage of the uncertainty of this situation. Please remember PWC and its employees will never call or contact you and request immediate payment to avoid disconnection.
- When using sanitizing or disinfecting wipes, baby wipes, etc., please dispose of them properly in the trash. Although they may indicate that they are "flushable", wipes do not breakdown in sewer pipes. As a result, they cause blockages, sewer backups and costly maintenance to both customers and PWC's systems and plants. If wipes (or other improperly disposed items) cause blockages in a customer owned connection to our sanitary-sewer system, it is the customer's responsibility to pay for the repair or maintenance cost.
- Our drinking water is safe from the COVID-19 threat. See back side for information about our drinking water and COVID-19.



## PWC= People Who Care



PWC and its employees are proud to support NC211 through our United Way contributions. NC211 has been designated by Governor Roy Cooper as a central resource/referral for non-medical related assistance during the Coronavirus. Dial 211 for assistance. Stay updated on the crisis, by signing up for 211's text alerts by texting COVIDNC to 898211.

## Now More than Ever — Make NC Count

United States  
**Census 2020**

Data collected from the Census is used to determine the amount of funding invested in our community for essential programs that cover education, housing, health care, economic development and transportation. The Census will also help business owners determine where to open and build factories, offices and stores, which create jobs. Households have the option of responding **online, by mail, or by phone**. Beginning in May 2020, the Census Bureau will follow up with households that have not responded.

It's important to have everyone who lives in Cumberland County counted in 2020. An accurate count of all residents is critical for receiving our County's fair share of the \$675 billion in federal funds that are distributed to states and communities each year.

Your responses to the 2020 Census are safe, secure and protected by federal law. Your answers can only be used to produce statistics — they cannot be used against you in any way. Please contact the Cumberland County Census Office at 910-678-7600 if you have questions about the 2020 Census.

## Solar Panels Going Fast

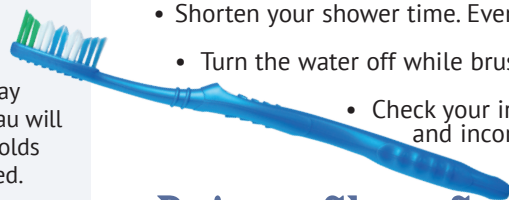
Stop waiting...sign up for PWC's Community Solar Program today! Community Solar is a low cost, low risk way for customers to invest in solar technology because it eliminates the expense of purchasing, installing and maintaining panels on your home or business. PWC electric customers, both *renters* and homeowners, are eligible. Visit [www.faypwc.com](http://www.faypwc.com) for details about our Community Solar Program, including information about our solar farm and subscriptions details.

# CONSERVE BLUE SAVE GREEN

## Save Five Gallons (or more) of Water a Day

Did you know that the average household uses nearly 300 gallons of water a day? With everyone spending more time at home during the COVID-19 crisis, you can reduce that amount by making a few simple changes at home:

- Repair faucet leaks inside and outside your home.
- Wash full loads of laundry and dishes.
- Install water saving showerheads, toilets, faucet aerators and appliances. PWC water customers can take advantage of our High Efficiency Toilet Program and earn up to three bill credits! Visit PWC online for details.
- Shorten your shower time. Even one minute less will make a positive impact on your utility bill.
- Turn the water off while brushing your teeth or shaving.
- Check your irrigation system for leaks, broken sprinkler heads and incorrect time settings.



## Raise a Glass, Save a Bottle

The World Health Organization notes that conventional water treatment methods, which utilize filtration and disinfection (PWC's Chlorination and Chloramination treatment methods) inactivate the COVID-19 virus and are effective against other Coronaviruses. Not only is drinking fresh tap water safe, but ditching the plastic bottle also helps the environment by reducing your carbon footprint. Invest in a reusable glass or aluminum bottle and fill it up at home or at the office. It's cheap, easy and great for the environment.



## Time-of-Use Summer Peak Hours Start April 1

### Shift More Energy Use to Off-Peak Hours While Staying at Home

#### Summer Peak Hours 3pm – 7pm

It's time for PWC electric customers to switch Peak hours from the morning to the afternoon. Summer Peak hours which will run through October. Summer Peak hours are 3pm to 7pm weekdays. Energy used the other 20 hours of the weekday, weekends and PWC holidays are Off-Peak and costs 35% less beginning May 1.

While you are spending more time at home, you have more flexibility for shifting energy use to Off-Peak hours. With a few small changes, you can reduce your energy usage and your bill.

Set your thermostat higher from 3pm to 7pm during the week. By adjusting your thermostat a few degrees during Peak hours, you can save significantly.

Start or program your dishwasher, washing machine, and clothes dryer to run and finish before 3pm or to start after 7pm during the week. Or, schedule these chores for anytime on the weekend when it costs 35% less to use electricity.

Summer Peak Hours (April - October)



3PM-7 PM Weekdays

Wash full loads of laundry whenever possible and switch your temperature setting from hot to cold. Using the cold cycle can reduce energy use even more. About 90% of the energy used for washing clothes is used to heat the water.

## Attention PWC Water Customers

Fayetteville PWC's annual *Water Quality Report*, as required by the EPA, will be available on May 1, 2020. This report is a snapshot of last year's water quality. Included are details about your sources of water, what it contains and how it compares to standards set by regulatory agencies. Look for it online at [www.faypwc.com](http://www.faypwc.com). To request a copy by mail, please call 910-223-4009.